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Overview

The ELECTRONIC VOUCHER PAYMENT SYSTEM (EVPS) has been created to allow Circuit and Juvenile and Domestic Relations Court mediators to electronically file a DC-40, LIST OF ALLOWANCES.

The ELECTRONIC VOUCHER PAYMENT SYSTEM- MEDIATOR USER GUIDE is designed for use by mediators within the Commonwealth of Virginia. This guide is organized to give an overview of the system, with detailed instructions on how to complete functions using EVPS. It is intended to serve both as a training guide for those who are learning to use the computerized system and as a resource guide for those who have completed training and need follow-up instruction or assistance with problem solving.

EVPS is available 23/7; it is down for maintenance from 4:00 AM to 5:00 AM daily.

EVPS is supported by most internet browsers, such as Google Chrome (Best), Microsoft Edge, Bing, and Firefox; however, Internet Explorer is not supported.

Getting Help

If the user does not get a satisfactory answer to their question or problem by reviewing this guide, which is also accessible through the *Help* icon located in the EVPS navigation bar, they should contact EVPS Support at evpssupport@vacourts.gov.

Registration (OES Identification Number)

The Electronic Voucher Payment System can be found on the VA Courts website (vacourts.gov) under *Online Services > Electronic Voucher Payment System (EVPS).*
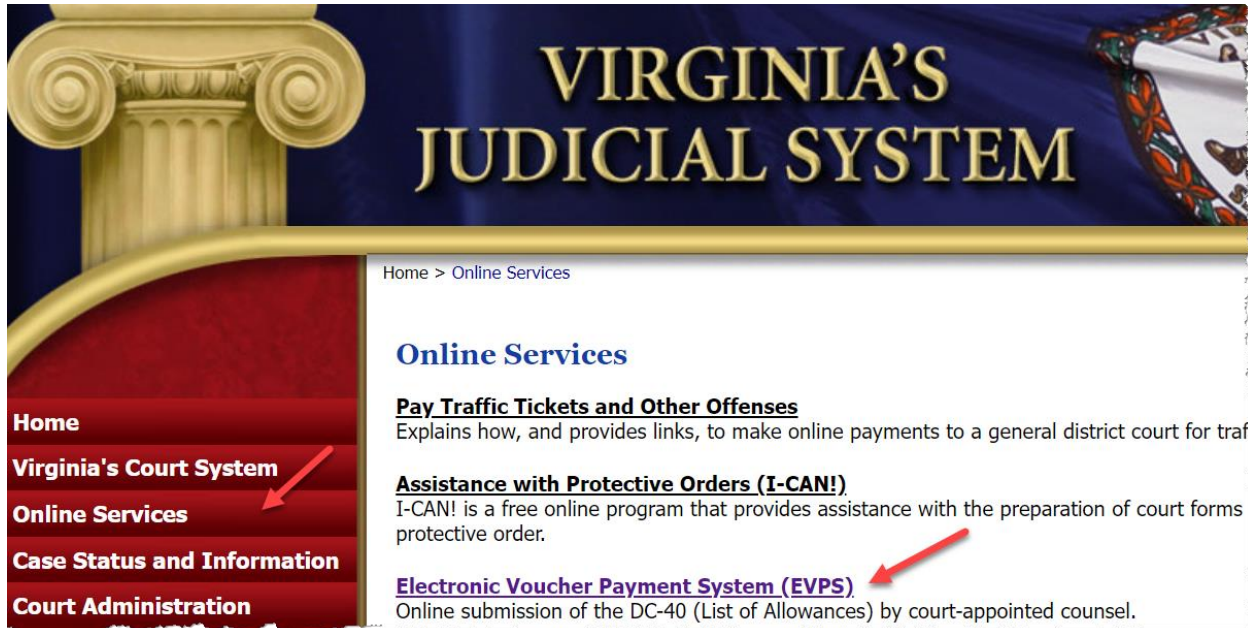
On this page the user may click on the Electronic Voucher Payment System link and will then be taken to the registration/login page. Additionally, the user has access to the MEDIATOR USER GUIDE, as well as the *Privacy Policy* and *Terms and Conditions of Use*.
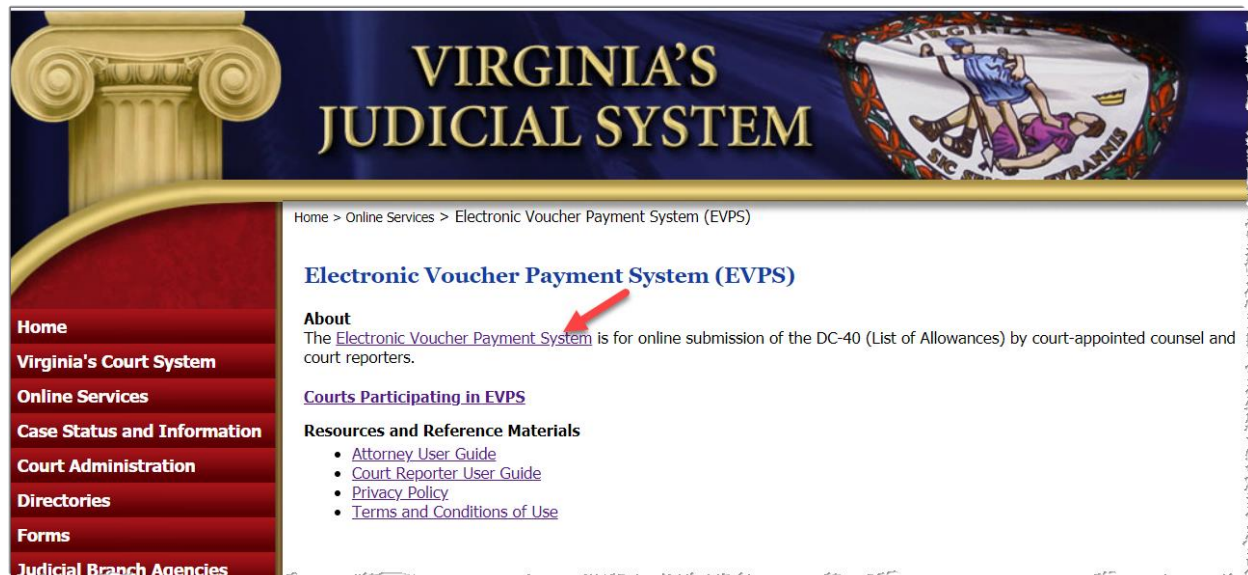
In order to create a new account within EVPS, the user must already be an active OES (Office of the Executive Secretary) vendor receiving payments for DC-40 vouchers. If the user is not an OES vendor, then they must contact the OES Accounts Payable Department at 804-225-3346 to complete the documentation needed to become an OES vendor.

To register/create a new account, the user will need to contact their local Clerk's Office to receive an OES (Office of the Executive Secretary) Identification Number.

The OES Identification Number will expire in 48 hours. If the OES Identification Number expires before completing account registration, the user will need to receive a new OES Identification Number from their local Clerk's Office.

1. The user will enter the Vendor F.I.N. or SSN, OES (Office of the Executive Secretary) Identification Number and select the "Sign Up" button.

> **Note:** When given the OES Identification Number, OES is part of the number. For example, OES23456, the user will enter OES23456 as their OES Identification Number.

2. The user will enter their email address and select the "Get Verification Code" button.

3. An email will be sent to the user with a verification code. The email will be from *noReply-EVPS@vacourts.gov*.
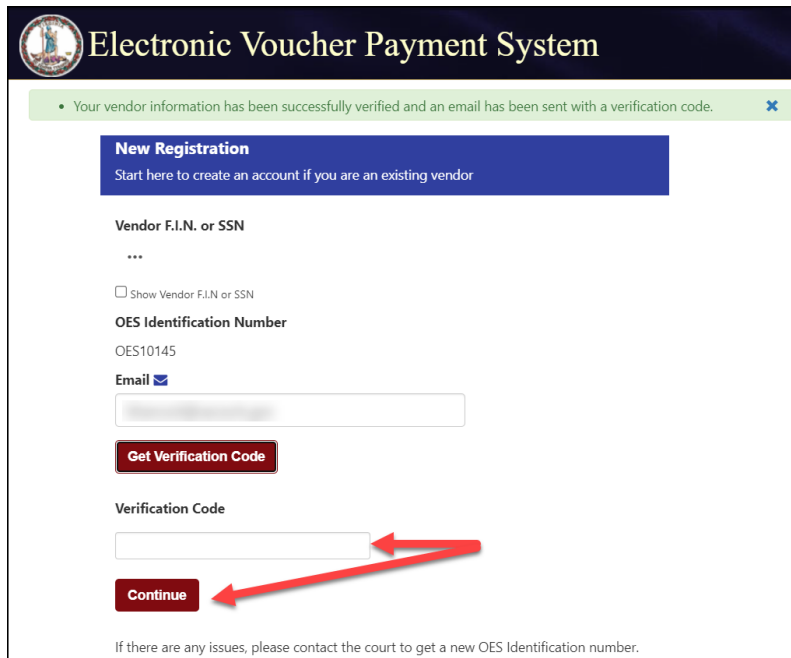
4. The user will enter their verification code and select the "Continue" button.

5. The user will create an EVPS user name and an EVPS user password.

Note: The user name cannot be changed in the future.

6. The user will select and answer three security questions.

Before registration is complete, the user will need to accept the *Electronic Voucher Payment System Terms and Conditions of Use (End User License Agreement)*.

Note: Once the user's account is created, an email will be sent with their OES Identification Number. The user should retain this email for future reference.

How EVPS is Organized

Accessing EVPS

Logging in to EVPS for the First Time

Once logged in, the user's personal information and voucher preferences will need to be completed. This information may be edited for voucher purposes at any time, as necessary.

Note: The user has the option, as needed, to add more vendors by selecting the *Add New Voucher Preference +* and/or delete vendors by selecting the "X" in the upper right corner.

Log in to EVPS
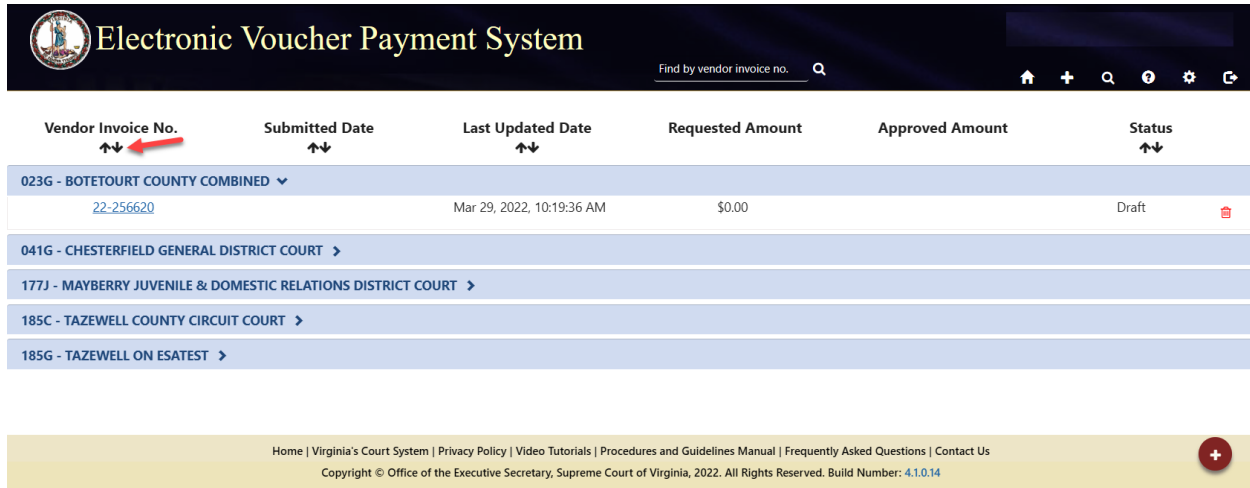
Registered users will sign in using their username (not case sensitive) and password provided upon completion of the registration portion of the system.

If you are a registered user and do not remember your username or password, please use the *Forgot username?* or *Forgot password?* to have your username or password emailed to you. For more details, please see the **Forgot Username?** and **Forgot Password?** sections within this user guide.

Dashboard

The dashboard includes all of the user's current vouchers with their reflected status.
The user may click on any vendor invoice number, and the voucher details will appear for editing or review.

The user will have the option to sort vouchers within a Court, by Vendor Invoice No., Submitted Date, Last Updated Date and Status.

Vouchers will automatically be removed from the dashboard 30 days after their status has changed to *Processed by OES*. Vouchers are never deleted in EVPS, the user will be able to use the search feature to search for any and all vouchers submitted through EVPS. For more details, see the *Search* section within this user guide.

Note: The user may delete, recall or print the voucher from the dashboard. For more details, see the **Delete Voucher**, **Recall Voucher** and **Print Voucher** sections within this user guide.

Navigation Bar

The navigation bar is found on the right side of the home screen.
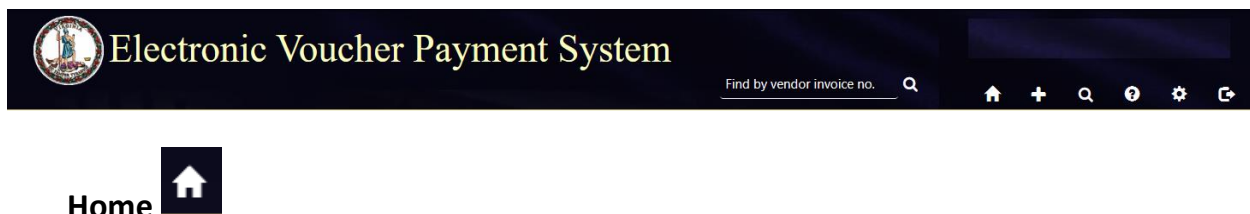
Home

The *Home* icon will take the user to the home screen at any time. When selecting this icon, the home screen will also be refreshed.

Start New Voucher

The plus icon will allow the user to start a new voucher. Additionally, the user may select the plus icon in the lower right corner.

Search

The *Search* icon will allow the user to search for cases based on any of the following criteria:

- Court Type/Court Name
- Vendor Invoice Number
- Case Number
- Voucher Status
- Trial/Service Date
- Submitted Date from/to
- Invoices (*Submitted by Me* or *Reviewed by Coordinator)*. This criterion will only be seen by those users set up as mediation coordinators.

Additionally, the user may search by vendor invoice number on the home screen.

Find by vendor invoice no.
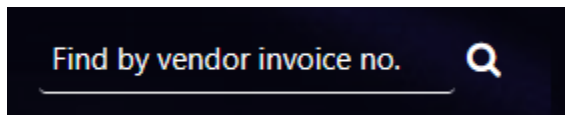
Help

The *Help* icon will provide access to the ELECTRONIC VOUCHER PAYMENT SYSTEM-MEDIATOR USER GUIDE. The user may also access the *Frequently Asked Questions*. If the user requires additional assistance, they should contact EVPS Support at evpssupport@vacourts.gov.

Settings ⚙

The *Settings* icon will allow the user to view or update any of the account information to include:

- Personal Information

  The user's personal information may be edited for voucher purposes at any time necessary. The name entered here will be the name used as the user's electronic signature on the voucher. All other information entered under *Personal Information* is not displayed on the voucher.

- Change Password

  The user may change their password at any time.

- Modify Security Questions

  The user may modify their security questions at any time.

- Voucher Preferences

  o On the *Voucher Preferences* tab, the user may update, delete and/or add new vendors at any time. The information entered here is displayed on the voucher and must match the Substitute W-9 on file with the OES Accounts Payable Department. If this information is different than the Substitute W-9 on file, the user's voucher will be rejected by the OES Accounts Payable Department for mismatched information.

Note: EVPS will not allow the user to changed or add an EIN unless it is valid with the OES Accounts Payable Department.

If updating vendor address or firm name in EVPS, a new Substitute W-9 Form will need to be submitted to the OES Accounts Payable Department by fax, 804-786-0196 or mail to the Supreme Court of Virginia 100 North Ninth Street, 3rd Floor, Richmond VA 23219. For any questions, please contact the OES Accounts Payable Department at 804-225-3346.

Note: For those companies with multiple addresses, an optional, *Suffix Number* field may be completed under the *Voucher Preferences* section. Any questions regarding a suffix number, contact the OES Accounts Payable Department at 804-225-3346.

o On the *Mediation Certification* tab*,* mediators have the ability to update and save their certification number to their user profile. This allows for a more convenient way to validate certification in the invoice filing process.
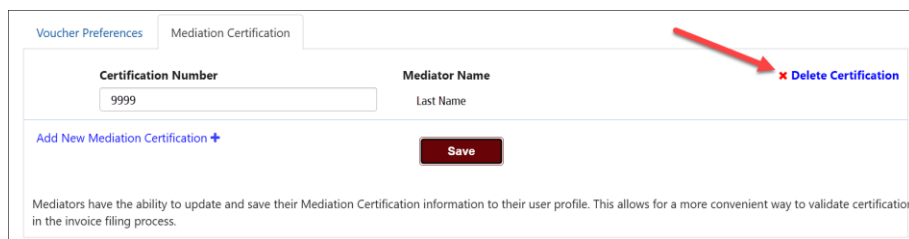
The user may add their certification number in the *Certification Number* field followed by selecting the "Save" button. Additionally, users may add multiple certification numbers by selecting *Add New Mediation Certification+.*

When the user adds the certification number, the last name of the mediator will appear.

Note: There is no limit on the number of certifications added.

The user may also delete certification numbers by selecting *Delete Certification* in the right corner.
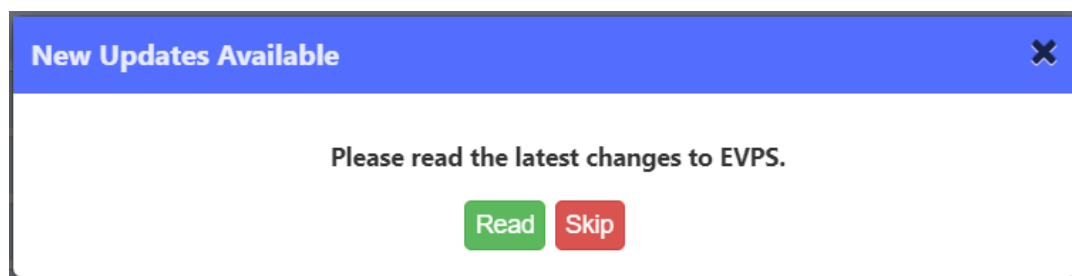
Logout

The *Logout* icon will allow the user to securely log off EVPS.

Notification of EVPS Updates

When updates have been made to EVPS, the user will be notified upon login. The below pop-up will appear.
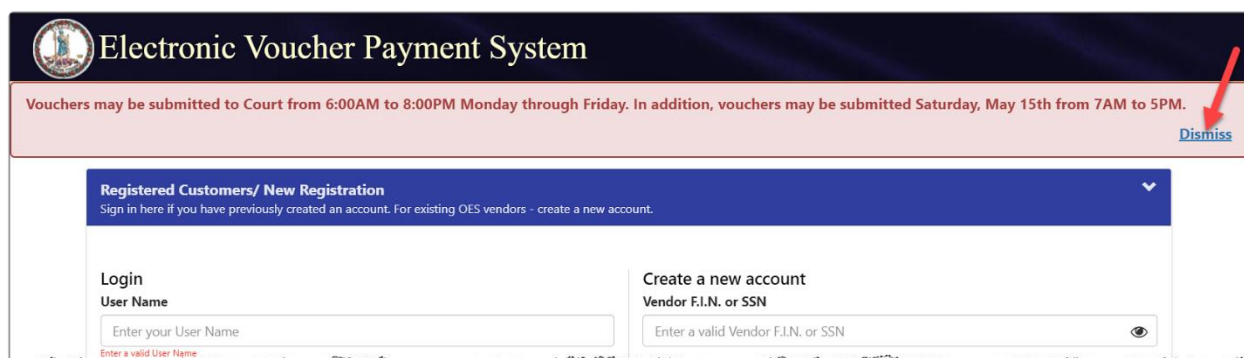

The user may select *Read*, and a listing of the new updates will be displayed.

Note: The pop-up will display for three logins unless the user selects *Read.*

Message Alerts

EVPS Admin may add a message on the EVPS login page for all users to view. This message will display any upcoming system maintenance dates or dates that the system will/will not be available.

The user will have the option to *Dismiss* the message.
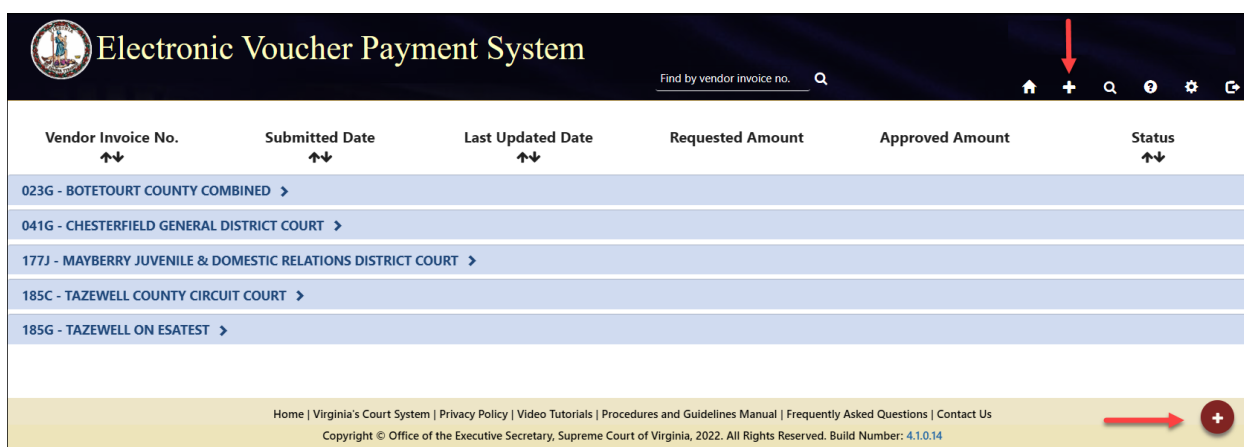
How to Start a Voucher

To start a voucher, the user may either select the plus icon in the upper right corner or the plus icon in the lower right corner.

The user will need to review and complete the *Vendor Information, Pay To The Order Of,* and *Court Information* sections.

- *Vendor Information* displays the Vendor F.I.N. or SSN, OES Identification Number, Vendor Invoice Number, and Vendor Reference.

  A dropdown menu is displayed for users that have multiple vendors listed in their *Voucher Preferences*. A refresh icon is displayed to the right of the dropdown menu, if selected, their information will be updated with any changes made in the *Voucher Preferences* section.

  Note: The *Vendor Reference* is an optional field. This information will be printed on the check stub. Do not use any characters other than numbers or letters in this field.

- *Pay To The Order Of* displays the *Payee Name, Vendor Name* and payee address. This information comes from the *Voucher Preferences* section. If any updates need to be made, please update under *Settings > Voucher Preferences*.

  Note: *Payee Name* and address must match the Substitute W-9 filed with the OES Accounts Payable Department, even for those payments sent electronically.

- *Court Information* includes the *Court Type,* which requires the user to select the level of court, for example Circuit Court, General District Court, or J&DR Court and the *Court Name,* which requires the user to select the name of the Court that the case was heard.

  Note: Combined Courts are listed under both *General District Court* and *J&DR Court*.

Once the *Vendor Information, Pay To The Order Of,* and *Court Information* sections have been completed, the user will click the "Continue" button. The user will then be directed to the CHART OF ALLOWANCES, where they will be prompted to select the appropriate allowances code.

After the appropriate allowances code has been selected, the user will click the "Continue" button. From here, the user will be routed to the voucher.
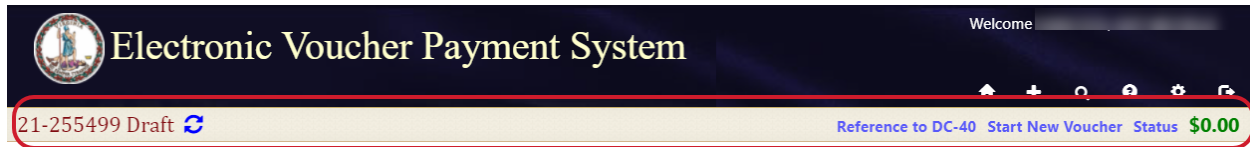

Note: Recently used allowance code sections will be listed at the top for future entries.

Voucher Details

Every voucher will have a navigation bar, banner bar, and voucher header.

Banner Bar

Displayed on the left side of the banner bar:
- Vendor Invoice Number

- Status of the current voucher

- Refresh icon

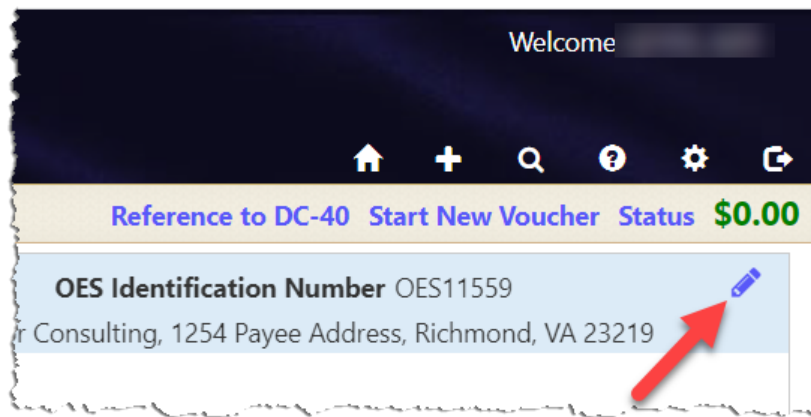Displayed on the right side on the banner bar:
- *Reference to DC-40,* when selected a blank, readable DC-40 will appear. This DC-40 is for reference and viewing purposes only.

- *Start New Voucher,* when selected will allow the user to start a new voucher. The current voucher will not automatically be saved.

- *Status*, when selected will display a detailed summary of the status thus far, as well as any rejection reasons.

- At the end of the banner bar, the total amount for the voucher will be displayed.

Voucher Header

The voucher header lists the *Vendor F.I.N. or SSN, Vendor Reference* (if applicable), *OES Identification Number, Court Name,* and *Pay to the order of*. If needed, the user may edit these fields by selecting the edit icon.

Note: If *Vendor FIN/SSN* or *Pay to the order of* needs to be edited, user must first edit the information in their *Voucher Preferences* located under the *Settings* icon. Then the user will select the edit icon on the voucher.

Circuit and Juvenile and Domestic Relations Court Voucher

Circuit and Juvenile and Domestic Relations Court vouchers will have four sections, *Voucher Information, Attachments, Mediation Information,* and *Summary for this Charge.*

Under the *Voucher Information* section, the user will be required to enter the *Case Number, Defendant's Name, Trial/Service Date*, and *Fee Amount Claimed*. Additionally, the user has the option to enter any information in the *Other Remarks* field. This information will be displayed to the Court and the OES Accounts Payable Department.

Case Number

The *Case Number* is a twelve-character alphanumeric court case number. EVPS will verify that the case number entered is a valid case number in the Court's Case Management System. If the case number is valid, the user will receive a green check mark.

If the case number is not valid, the user will receive a red triangle. The user will be required to enter a valid case number for voucher submission.

- Case does not exist in Case Management System.

VOUCHER INFORMATION
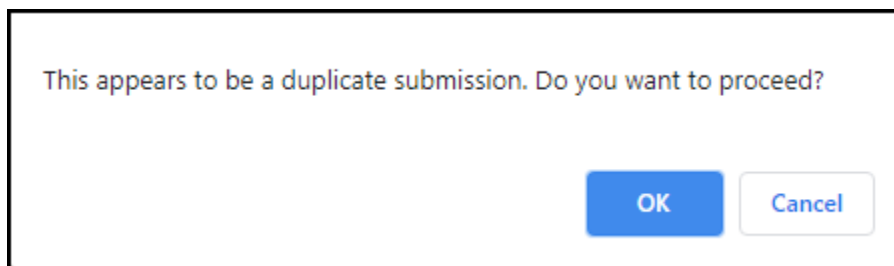
Allowances Code §

20-124.4

Case Number ✱⚠   **Defendant's Name** ✱

JJ251362000

The user may enter up to two case numbers per voucher. Once both case numbers have been entered, the "Add Case Number" button will disappear. For more information, refer to the *Add a Case Number* section in this user guide.

Note: For Juvenile and Domestic Relations Court cases, only JJ Civil and JA Support case types are allowed. If JJ Delinquency and JA Adult case types are entered, the user will receive an error message, "Mediation is not applicable for Delinquency or Adult Cases."

If the user has previously, electronically submitted on the case number, a duplicate submission pop-up message will appear.

This appears to be a duplicate submission. Do you want to proceed?

OK   Cancel

If OK is selected, the case number will be validated by the Court's Case Management System. If Cancel is selected, the case number will not be validated.

Defendant's Name

The *Defendant's Name* will only populate for JA Support cases. For all other cases, the user will need to enter the name, the recommended format is *Last name, First name*.

Trial/Service Date

The *Trial/Service Date* will need to be entered and the date cannot be in the future.

Fee Amount Claimed

The *Fee Amount Claimed* will need to be entered. The amount cannot exceed $120 per case number.

General District Court Voucher

Coming soon.

Attachments

EVPS allows PDF, JPEG, PNG, and GIF file attachments only, and the maximum size per file is 25MB.

The user will need to select, *Click to Browse*, and then select the file from their computer.
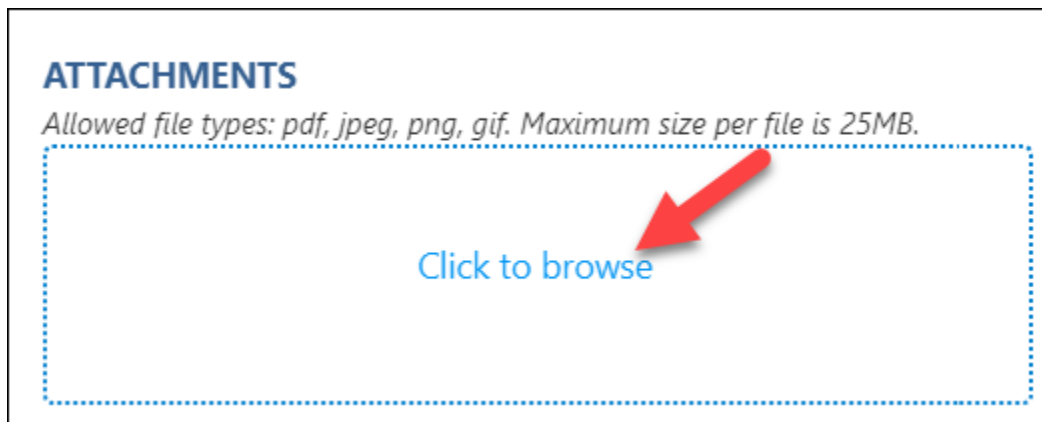
Once the user has selected their file, a *Category* must be selected from the drop-down list. The *Description* field is optional.

The user will need to select the "Upload" button in order to successfully upload their document.
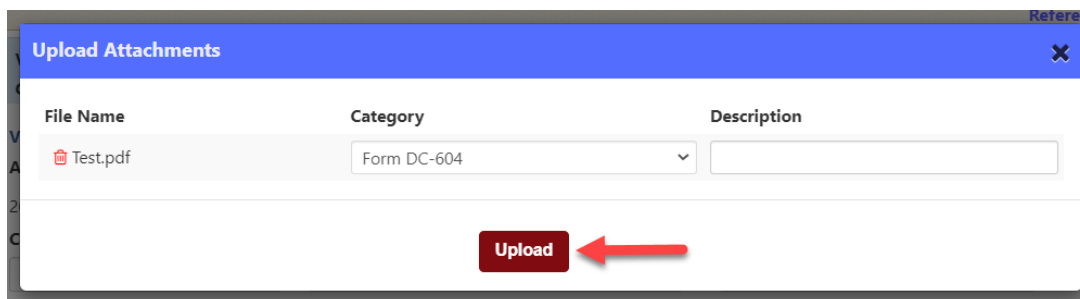
Note: A DC-604 Form will be required for payment; however, if the user does not have a signed copy, they may check an additional checkbox to request the Clerk's Office to attach a signed copy on their behalf. For more information, refer to the *Summary for this Charge* section in this user guide.

Mediation Information

The information collected from this section will be used by the OES Dispute Resolution Services Department to better ensure that court-annexed mediation programs have the tools, resources, and support that they need to be effective. Additionally, this data will be used for periodic reporting, making informed policy decisions, evaluating program health, and communicating findings to internal and external stakeholders.

The information entered will be displayed to the user, the mediation coordinator (if applicable), and the OES Dispute Resolution Services Department; it will not be displayed to the Court.

Any information entered will appear in the Mediation Information section on the second case number, if applicable.
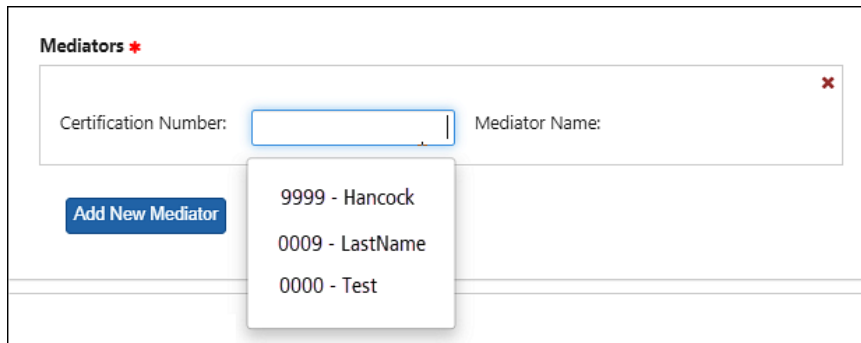
This section is comprised of the following fields, *Mediators, Case Numbers Referred, Date Referred to Orientation Session, Time Spent Outside Mediation on Case, Participants, Issues Mediated,* and *Mediation Result.*

Mediators

At least one mediator, qualified for said Court type, is required per voucher. If the user is submitting a Circuit or Juvenile and Domestic Relations Court voucher, there must be at least one certification number entered that is Circuit or Juvenile and Domestic Relations qualified.

Additionally, certification numbers can only be used once per voucher. If the same certification number is entered twice, the duplicate will be removed when the user selects the "Save as Draft" or the "Send Voucher to Court" buttons.
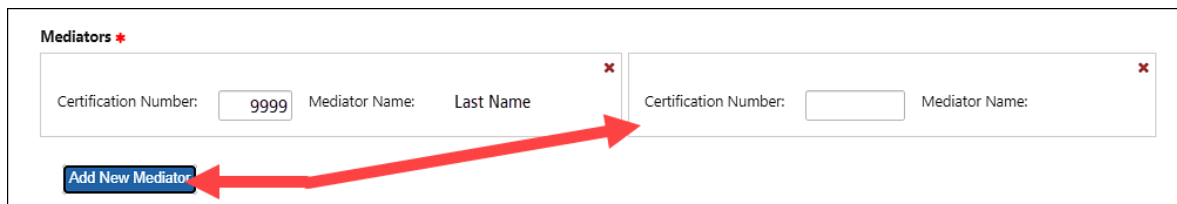
For the *Certification Number* field, the user will be given a drop-down of the certification numbers saved in their Mediation Certification section. The user may select one of the certification numbers or enter a different number.

Note: EVPS will populate the last name of the mediator.
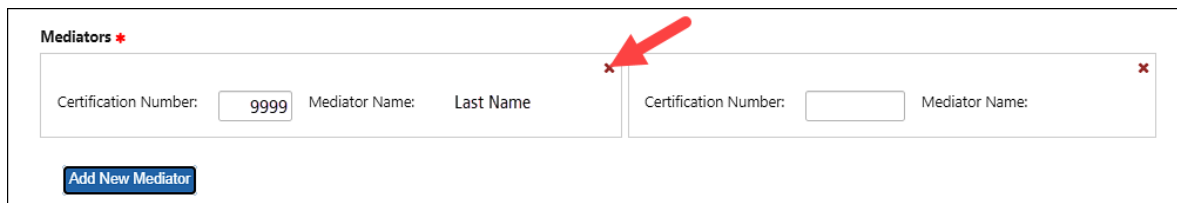
The user may add additional mediators, up to three per voucher, by selecting the "Add New Mediator" button.

Note: Once three mediators have been added, the "Add New Mediator" button will disappear.

The user may remove or delete a mediator by selecting the "X" in the right-hand corner.

If the user enters an invalid certification, an error will appear below the certification number.
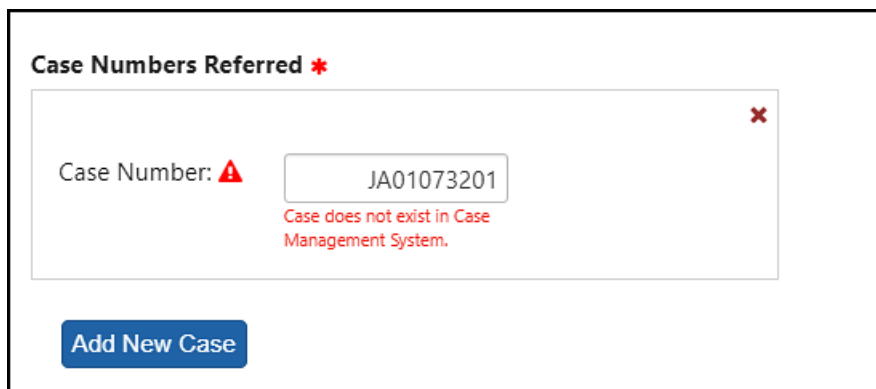
EVPS will allow the user to enter and submit certification numbers that are General District Court certified.

Note: For questions regarding the certification number, please contact the OES Dispute Resolutions Services Department either by email, disputeresolution@vacourts.gov or by phone, (804) 692-0375.

Case Numbers Referred

The case number(s) entered in the *Voucher Information* section will be automatically added in this section. These case numbers can only be removed from this section if the user deletes the case number from the *Voucher Information* section.

EVPS will verify that the case number entered is a valid case number in the Court's Case Management System. If the case number is not valid, an error message will appear.

Note: For Juvenile and Domestic Relations Court cases, only JJ Civil and JA Support case types are allowed. If JJ Delinquency and JA Adult case types are entered, the user will receive an error message, "Mediation is not applicable for Delinquency or Adult Cases."

Additionally, EVPS will populate the style of the case for JJ Civil, CL, and CJ Civil Appeal case types. For JA Support, CJ Criminal Appeal, and CR case types, only the adult name (defendant) will populate. The style of the case or name will not be editable by the user. This can be used for verification that the user entered the correct case number.

The user may add additional cases, up to 15 per voucher, by selecting the "Add New Case" button.

Note: Once 15 cases have been added, the "Add New Case" button will disappear.

The user may remove or delete a case by selecting the "X" in the right-hand corner.

Note: If the case number has been entered in the *Voucher Information* section, it cannot be removed unless it is removed from the *Voucher Information* section.

Case numbers cannot be added more than once. If the same case number is entered twice, the duplicate will be removed when user selects the "Save as Draft" or the "Send Voucher to Court" buttons.

Date Referred to Orientation Session

The *Date Referred to Orientation Session* is a required field. This should be the date the user was referred to orientation session.

Note: This date cannot be in the future.

For the *Sessions* section, at least one session is required, and needs to include a *Date of Session* and the *Length of Session*.

The user may add additional sessions by selecting the "Add New Session" button; however, only one session is allowed for a given date.

Note: There is no max limit to the number of sessions per voucher.

The user may remove or delete a session by selecting the "X" in the right-hand corner.

Note: The *Date of Session* should be after the *Date Referred to Orientation Session*. This date cannot be in the future.

The *Length of Session* should be rounded up to the next quarter of an hour. If the user enters a time that is not an even quarter of an hour, EVPS will automatically round up to the nearest quarter of an hour.

Time Spent Outside Mediation on Case

Time Spent Outside Mediation on Case is time spent on other case related duties outside of the mediation, such as case management, contacting parties, etc.

Note: This is an optional field.

The time entered should be rounded up to the next quarter of an hour. If the user enters a time that is not an even quarter of an hour, EVPS will automatically round up to the nearest quarter of an hour.

Participants

The *Participants* section is for the user to enter any individual who participated in the mediation. This section is optional.

The user may add additional Participants by selecting the "Add New Participant" button.

Note: There is no max limit to the number of Participants per voucher.

The user may remove or delete a Participant by selecting the "X" in the right-hand corner.

The user may answer some or all of the questions for each participant added. For the *Participant Type*, if the user selects "Other" a description field will appear for the user to enter the other participant type.

In addition, the question, *At any point during the mediation, did this participant join remotely?,* if the user selects "Yes" an additional question will appear, *How did the party attend the mediation?*

Issues Mediated

Issues Mediated is a required field. The user may select as many options as appropriate; however, at least one option must be selected.

If the user selects, "Other" a description field will appear for the user to enter the other issues mediated.

Mediation Result

The *Mediation Result* section is required. The user may only select one option.

Summary for this Charge

The *Summary for this Charge* section will display the Total amount claimed per case number.

Note: The user will be required to check, "I certify that the above claim for fees and/or expenses is true and accurate and that no compensation for the time or services set forth has previously been received." in order for voucher submission.

If the user is unable to attach a signed DC-604 Form, the user will be required to check "I understand that failing to attach a signed DC-604 form may result in processing delays or rejection. I request the Clerk to include the signed DC604 form to this invoice." in order for voucher submission.

Note: This checkbox will only appear if the DC-604 Form is not attached.

Additionally, if the user is submitting 30 days past the *Trial/Service Date*, an additional checkbox will appear and will be required.

Add a Case Number

The user may enter up to two cases per voucher. In order to add a case number, the user needs to save their voucher first by selecting the "Save as Draft" button. A message will then appear, "Voucher saved successfully." Once the message appears, the user may then select the "Add Case Number" button.

Note: Once two case numbers have been entered, the "Add Case Number" button will disappear.

Delete Voucher

The user may delete their voucher by selecting the "Delete Voucher" button located at the bottom of a voucher.

The user also has the option to delete their voucher from the dashboard.

The user may only delete a voucher that has *Draft*, *Rejected by Court*, or *Rejected by Coordinator* status.

Note: To delete a case number, not the voucher, the user may select the red trash can icon within the voucher.

Save As Draft

The user may select the "Save as Draft" button if they want to save and continue later. The user must first *Save as Draft* in order to add a case number to the voucher.

Send Voucher to Court

Once the user has completed their voucher and they are ready to submit, select the "Send Voucher to Court" button.

If the voucher has been successfully sent to the Court, the user will receive a "Voucher sent to Court successfully." message.

If the Court has a mediation coordinator, the user's voucher will be sent to the mediation coordinator prior to being sent to the Court. The voucher status will be *Waiting for Coordinator Approval*. The mediation coordinator cannot edit any information; however, they will be required to either approve or reject the voucher.

Note: The user will receive an email if the Court or the mediation coordinator (if applicable) rejects their voucher. A rejection reason will be given to the user.
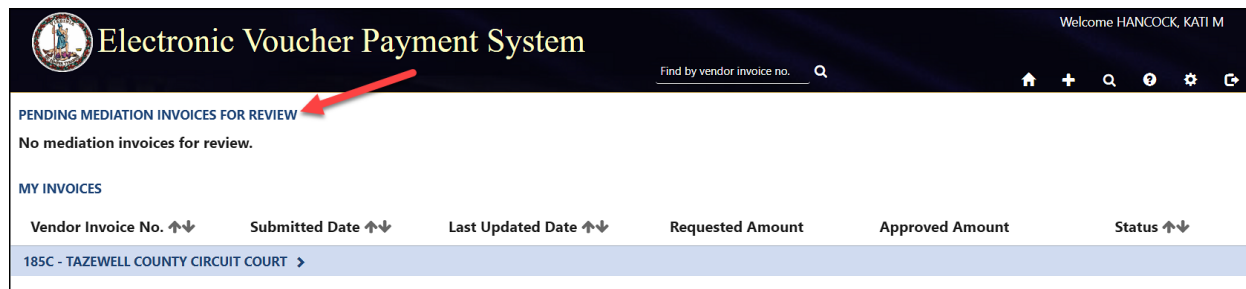
Mediation Coordinator

Mediation Coordinators take on some of the administrative functions of a mediation program that a Clerk's Office would otherwise need to do, such as managing a court's roster of mediators, managing mediation schedules and rotations, assisting mediators with paperwork, and acting as liaison between a court and the court's mediators. They generally work with courts to manage their mediation programs. Each court is different, and as such the daily roles of the coordinator is different from coordinator to coordinator.

Mediation Coordinator Registration

In order to become a mediation coordinator for a Court, the Clerk's Office will need to add the user as a mediation coordinator for their Court. When contacting the Clerk's Office, the user's username or name must be given.

Once the Clerk's Office has added the user as a mediation coordinator, a *Pending Mediation Invoices for Review* section will appear at the top of the user's dashboard.

Note: If the coordinator submits a voucher as a mediator, the voucher will be sent directly to the Court, even if the Court has multiple coordinators.

Reviewing Vouchers

Once vouchers have been submitted to the Court and that Court has added a mediation coordinator(s), vouchers will go to the mediation coordinator(s) before being submitted to the Court.

The user will select the *Vendor Invoice No*. to review the voucher.

The user will be able to view, not edit, all information including any attachments.

Approving a Voucher

To approve a voucher, the user will need to select the "Approve" button at the bottom of the voucher.

When the user selects the "Approve" button, a message box will appear. The user has the option to make comments (notes) to the Court. These comments will appear at the top of the voucher and displayed to the Court.
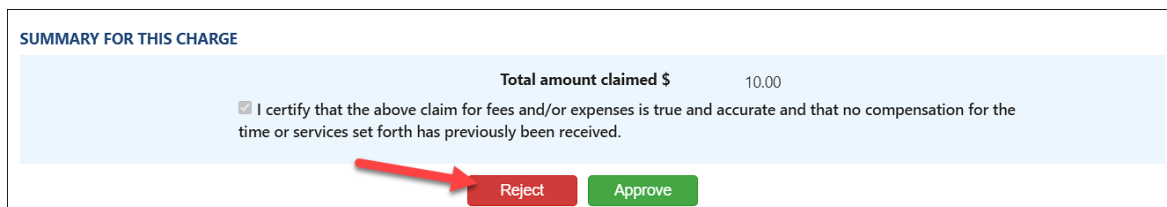

Note: These comments will not be displayed to the mediator or the OES Accounts Payable Department.

The user will need to select the "Send Voucher to Court" button in the message box.

Rejecting a Voucher

To reject a voucher, the user will need to select the "Reject" button at the bottom of the voucher.

When the user selects the "Reject" button, a message box will appear. A rejection reason will be required.
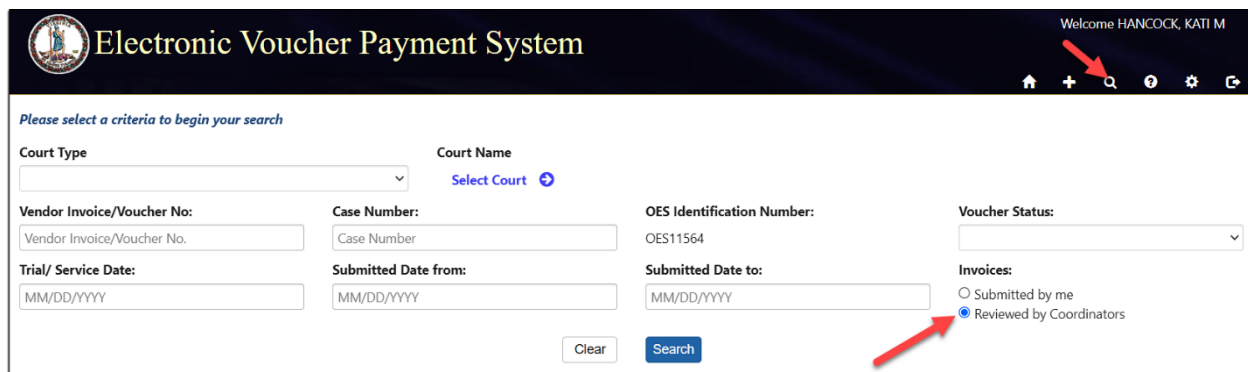
The voucher will be sent back to the mediator for them to make any edits and resubmit.

Note: When the mediation coordinator has rejected a voucher, EVPS sends an email to the mediator to notify them of the rejection.

Once a voucher has been approved or rejected, it will be removed from the mediation coordinator's dashboard. Even though the voucher has been removed, the user can still use the search feature to view the voucher.

On the search screen, the user can select "Reviewed by Coordinators", and this will show all vouchers reviewed by the mediation coordinator for their Court.

Status

The status will be displayed on the user's dashboard and in the left corner of the voucher.


- *Draft* - Voucher is waiting for user to complete and submit to Court. Voucher may be edited or deleted when in *Draft* status.
- *Processed by OES* – Voucher has been approved by the Accounts Payable Department. When the status of a voucher has been updated to *Processed by OES*, EVPS will display the OES approved amount certified for payment as well as the voucher number.
- *Rejected by Coordinator* – Voucher has been rejected by the mediation coordinator. The user may edit and resubmit the voucher. The mediation coordinator should provide a reason for rejection.
- *Rejected by Court*- Voucher has been rejected by the Clerk's Office. The user may edit and resubmit the voucher, if applicable. The Clerk's Office should provide a reason for rejection.
- *Rejected by the Presiding Judge* – Voucher has either been rejected by the Judge and waiting for Clerk's Office to take action. The Clerk's Office must reject the voucher in order for the user to edit and resubmit.
- *Resubmitted to Court* – Voucher has been recalled and sent back to the Court or the voucher has been resubmitted after Court rejection.
- *Sent to Court* – Voucher has been sent to Court and awaiting the Clerk's Office review.
- *Sent to OES* – Voucher has been approved by the Judge, certified by the Clerk's Office, and sent to OES (Accounts Payable Department) for payment.
- *Under Court Review* – Voucher has been rejected by OES and waiting for the Clerk's Office to take action. The Clerk's Office must reject the voucher in order for the user to edit and resubmit.
- *Waiting for Clerk Approval* – Voucher has been approved by the Judge and waiting Clerk certification to OES.
- *Waiting for Coordinator Approval* – Voucher has been sent to the mediation coordinator for said Court and is waiting their review. Once approved, the voucher will be sent to
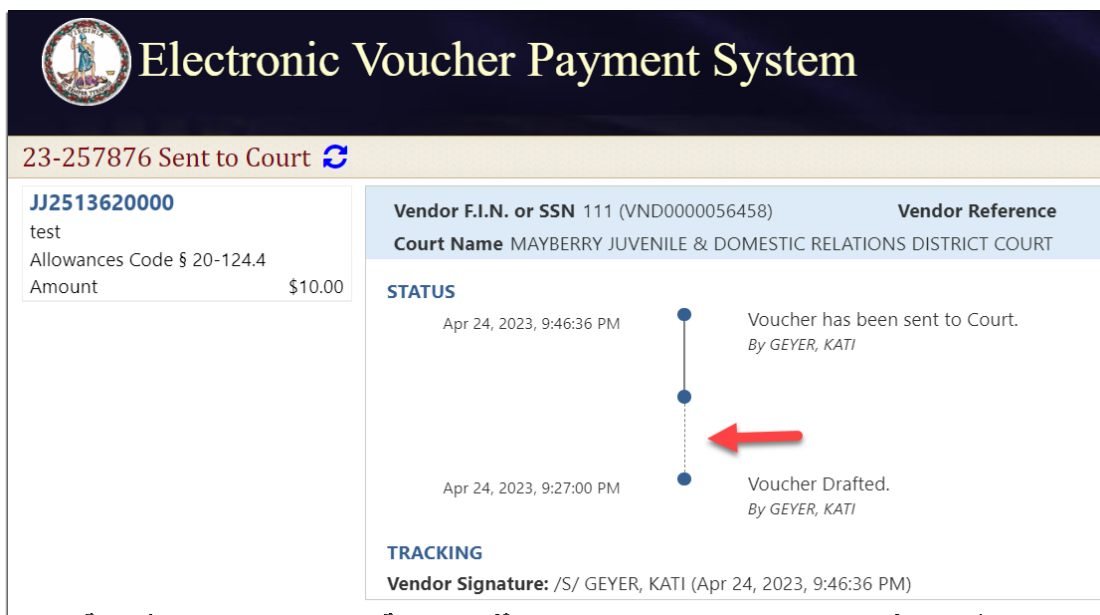
the Court.

> **Note:** Not all Courts will have a mediation coordinator.

- *Waiting for Court Approval* – Voucher has been sent to the Judge for review.

In addition, the user is able to view an up-to-date timeline for the stage of each voucher in the *Status* section.
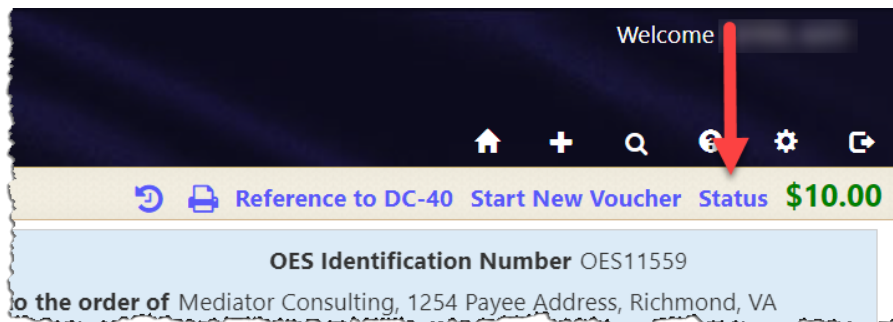
At a glance the user can track where the voucher is during the approval and payment process.

The user may click on the dotted line to extend the timeline.

Note: The user may select the case number on the left column to go back to the voucher details.

Payment Information

The user will be able to view payment information on vouchers that have been *Processed by OES*.

The payment method, payment date, and payment reference number will be listed.

Payment Methods are as follows: *ACH, Check, EFT, GE (*form of EFT payment), *Manual Check, and Wire Transfer.* If the payment method has been stopped or voided, EVPS will display *Stopped* or *Void.*

Every Monday, OES receives payment details from the Department of Accounts, at which time EVPS will display the payment disbursed within the last week.

Note: If Monday is a holiday, payment information will be displayed on the next business day.

Payment information will only be seen by the user, it will not be displayed for the Clerk's Office or judges.

Note: If payment method is by check, the reference number is the check number.

For any questions regarding payment information, please contact the OES Accounts Payable Department at 804-225-3346.

Rejections

Vouchers may be rejected by the Judge, the Clerk's Office, the mediation coordinator or OES (Accounts Payable Department).

If a voucher has been rejected, the latest rejection reason will be in red at the top of the voucher. The user can ONLY edit and resubmit the voucher once the Clerk's Office or mediation coordinator, if applicable, has rejected the voucher. At this time, the user will receive an email that said voucher has been rejected.

A link will be displayed in the rejection reason box, *See all rejection reasons*, if there is more than one rejection reason.

When selecting the link, the user will be taken to the *Status* page where all rejection reasons are listed under the *Rejection Reasons* section.

Note: All rejection reasons can be found under the *Status* section.

Recall Voucher

A recall icon (⟳) will be displayed if the voucher can be recalled. The voucher can only be recalled if the voucher status is *Sent to Court, Resubmitted to Court, or Waiting Coordinator's Approval.*

The recall icon can be found on the dashboard to the left of the print icon.

The recall icon can also be found on the voucher, itself.

Print Voucher

The user may print their voucher using the print icon. The voucher may only be printed once it has been sent to the Court.

The print icon can be found on the dashboard.

The print icon can also be found on the voucher, itself.

Forgot Username

If the user does remember their username, they may select, *Forgot username?* on the EVPS login page (https://eapps.courts.state.va.us/dc40/landing).

Forgot Password

If the user does remember their password, they may select, *Forgot password?* on the EVPS login page (https://eapps.courts.state.va.us/dc40/landing).

Account Locked/Reset Account

If the user has been locked out of their account, the account will need to be reset. In order to reset the account, the user will need to follow the below steps.

1. The user will enter the Vendor F.I.N. or SSN, their OES Identification Number and then select the "Reset Account" button.

2. The user will then select the "Get Verification Code" button.

3. Then the user will enter their email address and select the "Verify" button. An email will be sent to the user with a verification code.

The email will be from *noReply-EVPS@vacourts.gov*.

Your EVPS Account Reset Request Form Has Been Received

NE   noReply-EVPS@vacourts.gov
     To Kati Hancock

Your EVPS Account Reset Request Form has been received.

You may begin your submission by completing the following steps:

1. Go to EVPS OR,
2. Enter your passcode **915953**, then click Continue.

Be aware that the link and verification code contained in this email expires 10 minutes after its generation.

You will receive an email regarding your account after you have completed the EVPS user verification process.

Regards,
EVPS

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

*** This message is sent from QA Test Server.And is only for testing purpose. Please disregard this message. Destination e-mail addresses have been modified based on the configuration Actual Mail addresses included in the message are: To :khancock@vacourts.gov ***

4. The user will enter their verification code and select the "Continue" button.

Electronic Voucher Payment System

- If the entered data is right, we have sent you a verification code to kha*****@vac*****.go*.   ✖
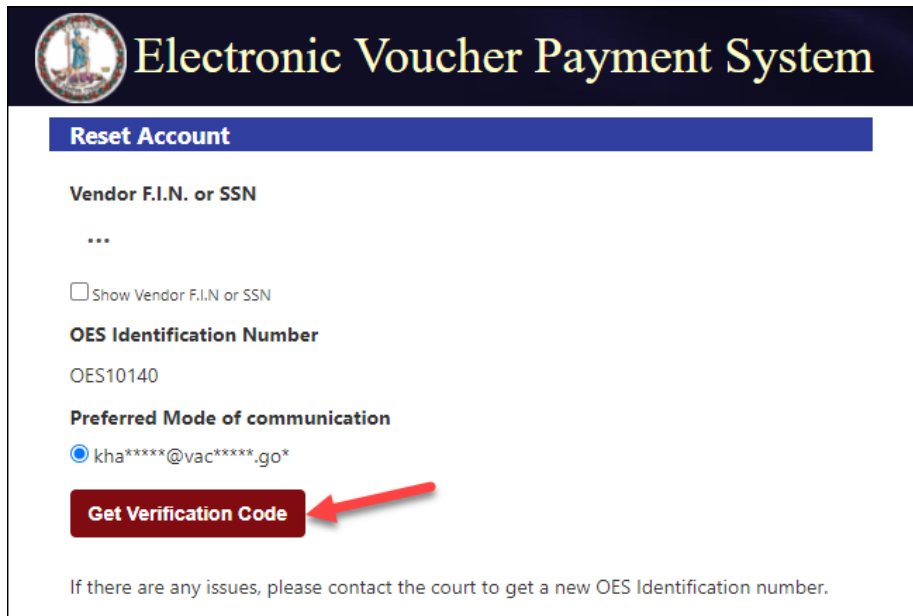
Reset Account

Vendor F.I.N. or SSN

...

☐ Show Vendor F.I.N or SSN

OES Identification Number

OES10140
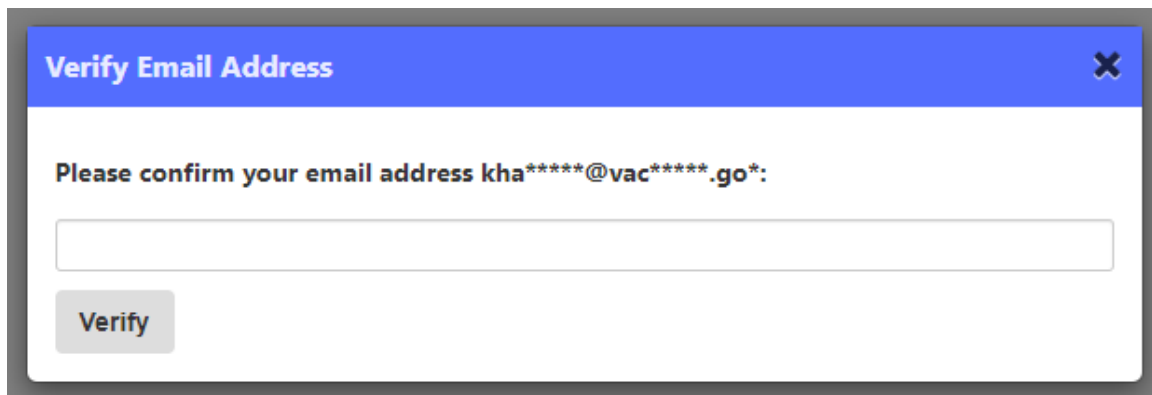
Preferred Mode of communication
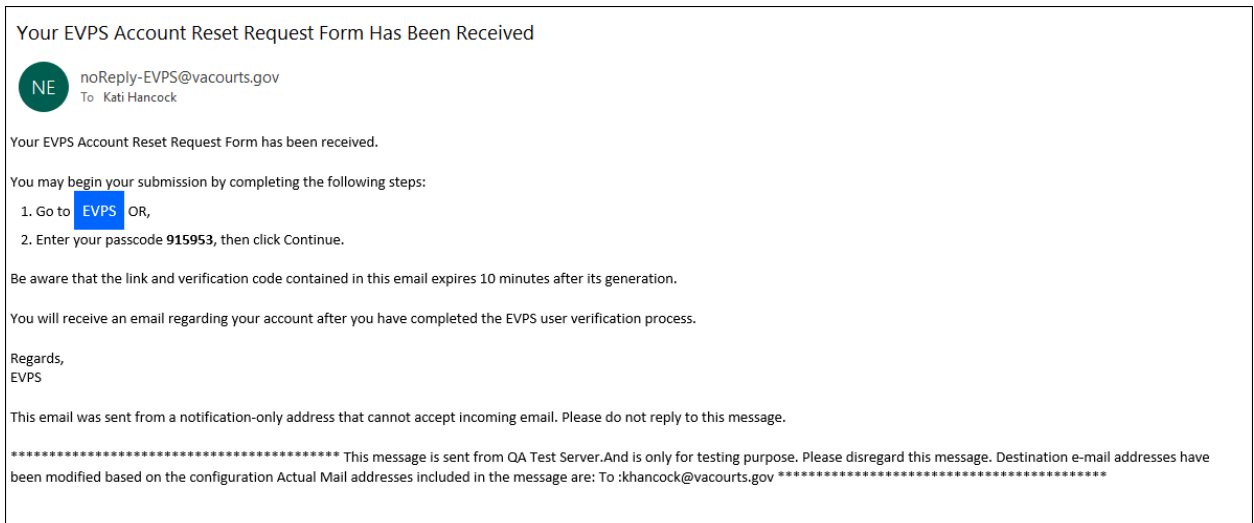
◉ kha*****@vac*****.go*

Get Verification Code

Verification Code

[   ]

Continue

If there are any issues, please contact the court to get a new OES Identification number.

5. Lastly, the user will create a new password, and confirm said password. The user's username is displayed.

Since the account is being reset, the user will be required to select/answer security questions upon login.

Frequently Asked Questions (FAQ's)

A link to the *Frequently Asked Questions* can be found at the bottom of the EVPS screen.

They can also be found under the *Help* Icon.